

# Access To Justice (A2J)



# Definition and solutions to be offered

## **Classical:**

- Access to getting cases solved at the court – traditional discussion about costs, legal expenses insurances (retshjælpforsikring), free process

## **Extended:**

- The accessibility of qualified legal advice – the appreciation of legal contexts

## **Economy:**

- Focus is "Access to Justice" – what it means to assert a person's rights / make a person's rights applicable
  - As an example, in public proceedings, in order to get your "right" / get your way you either have to have legal help or be able to understand legal contexts on your own







## **Solutions:**

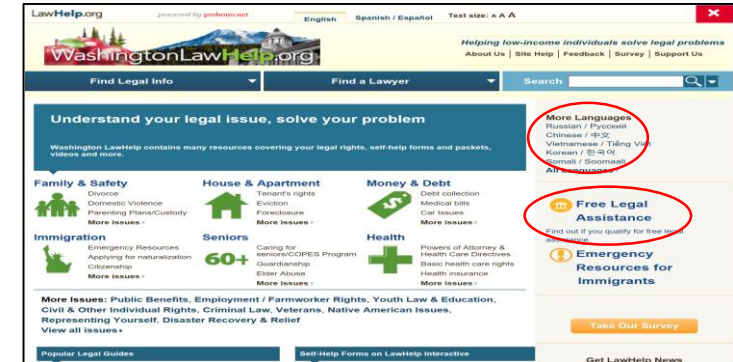
- Increase the access to and availability of knowledge for free on the internet
  - Today a lot of communication is based on a transcript of the law which is too hard to interpret for most people – as they don't have the prerequisites to read / understand the legal texts
  - Accessibility via animations, videos, pictures, chatbots, etc.

# Example of Solutions for Pro Bono Work

- **Probono.net – Platform for the Pro Bono lawyer**
  - Contains tools, templates, guidance, training etc. for lawyers providing pro bono work
  - Ensures access to consistent and relevant quality guidance across the country
  - Provides an overview of the (governmental) places to seek information about rights, obligations, etc.
- **LawHelp.org + Civil Resolution Tribunal – Platform for Low Income clients**
  - Provides help, templates, guidance + an online tribunal tool
  - Focus: civil legal issues e.g. small claims disputes about contracts, debts, personal injury, personal property, etc.
  - Chatbox functionality w. real lawyers working pro bono

Areas of assistance:

<b>Family &amp; Safety</b>  Divorce Domestic Violence Parenting Plans/Custody More issues >	<b>House &amp; Apartment</b>  Tenant's rights Eviction Foreclosure More issues >	<b>Money &amp; Debt</b>  Debt collection Medical bills Car Issues More issues >
<b>Immigration</b>  Emergency Resources Applying for naturalization Citizenship More issues >	<b>Seniors</b>  Caring for seniors/COPES Program Guardianship Elder Abuse More issues >	<b>Health</b>  Powers of Attorney & Health Care Directives Basic health care rights Health insurance More issues >



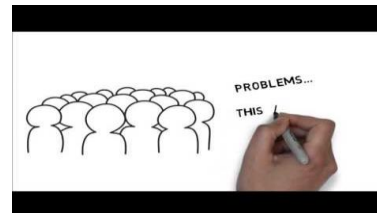
<http://www.lawhelp.org/>



Video – LawHelp:  
<https://youtu.be/jlt9dbrJ5hY>



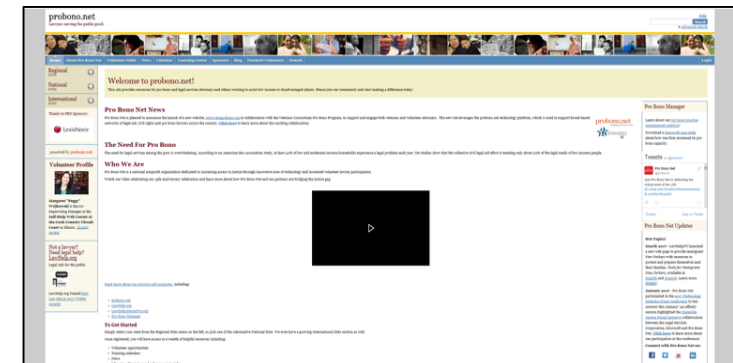
Video – Probono.net:  
<https://youtu.be/xYf1ZquX9cU>



Video – Civil Resolution Explorer:  
<https://youtu.be/-wbmqjVjXxw>



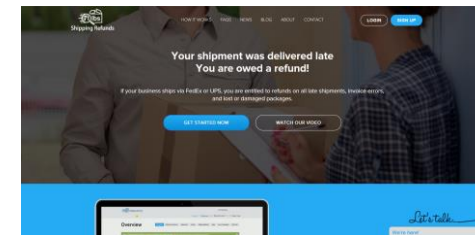
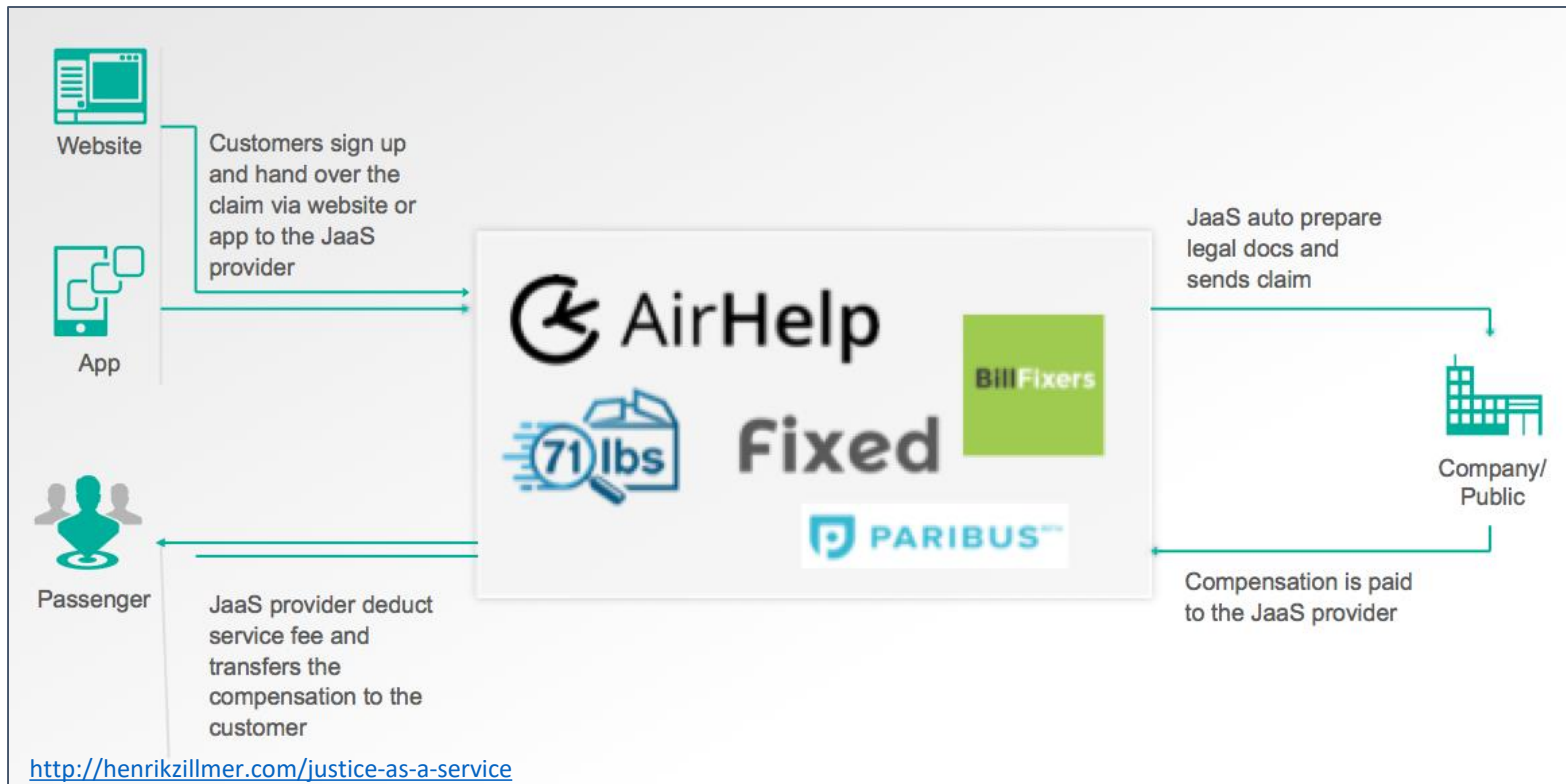
Video – Free Legal Answers:  
[https://youtu.be/1DQzZkTcl\\_M](https://youtu.be/1DQzZkTcl_M)



<https://www.probono.net/>

# Examples of Justice as a Service – JaaS

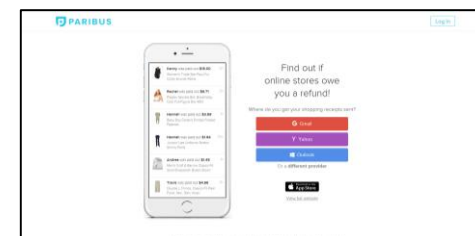
Typically "no cure – no pay"



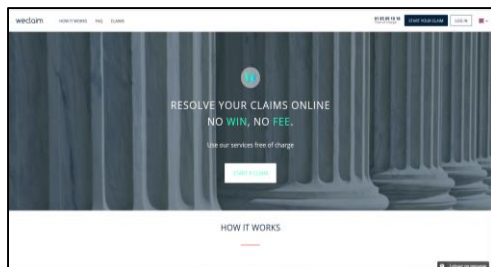
<https://71lbs.com/> - Claims against UPS & Fedex



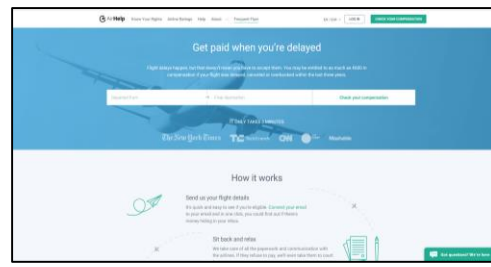
<https://billfixers.com/> - Renegotiate bills from Telecom providers



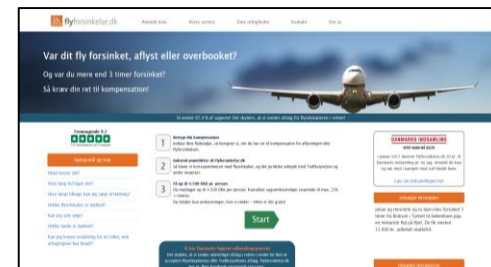
<https://paribus.co/> - Refunds from stores



<https://www.weclaim.com/en-GB> (6 lande)



<https://www.airhelp.com>



<https://www.flyforsinkelse.dk>



<https://www.fixedlaw.com/> - Traffic Tickets Acquired by Lawgix:  
<http://www.lawgixlaw.com/>

# DoNotPay - Chatbot

**LOCATION:** UK

**URL:** [www.DoNotPay.co.uk](http://www.DoNotPay.co.uk)

## INFO:

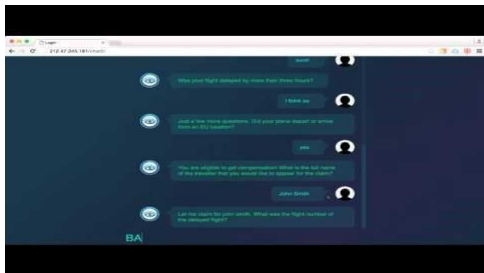
- Access to Justice
- Free
- Created by Joshua Browder – 19 years old
- Available in the US, UK, CAN

## TECHNOLOGY:

- Chatbot
- Machine Learning
- Immigration solution: Facebook Messenger

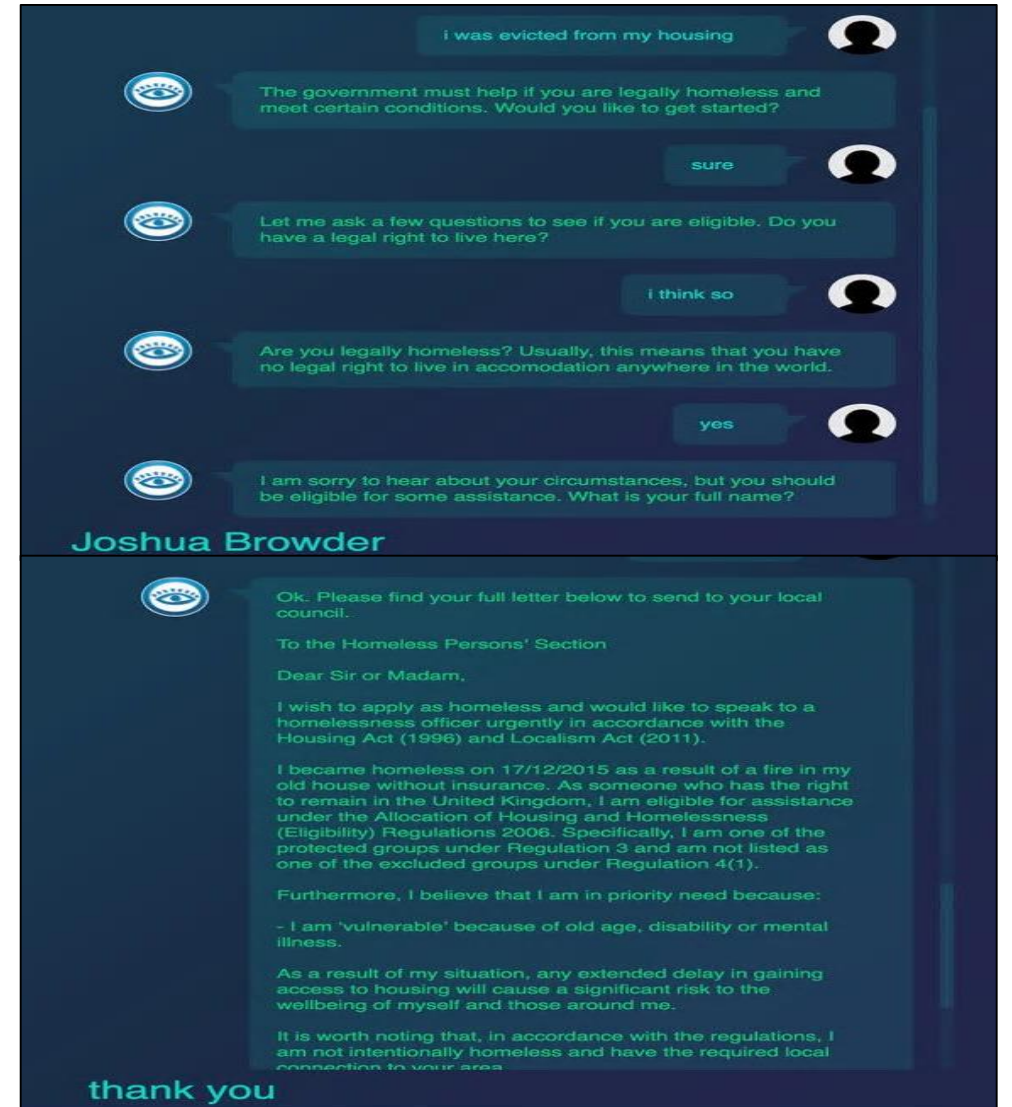
## SOLUTION(S):

- Parking tickets – overturned 160.000 tickets
- Flight delays
- Help for homeless people – handled over 3.000 emergency housing applications
- Help for renters – get landlords to do necessary maintenance
- Help for refugees with immigration applications in the US and CAN and asylum support applications in the UK



Demo:

<https://www.youtube.com/watch?v=0yx6UIO6Xg0>



Article:

<https://www.theguardian.com/technology/2016/aug/11/chatbot-lawyer-beat-parking-fines-helping-homeless-do-not-pay>

# RentersUnion - Chatbot

LOCATION: UK

## INFO:

- Access to Justice
- Free
- Created by Faisal Khalid w. 2 lawyers in just ~4 months
- Handles ~100 queries per day
- Currently only focus on London – goal to cover all larger cities in Europe

## TECHNOLOGY:

- Chatbot
- Machine Learning

- URL: [www.rentersunionlondon.com/](http://www.rentersunionlondon.com/)

## SOLUTION(S):

- Reads, analyses and comments on individual tenant agreements and summarizes relevant clauses /legal provisions
- Write letters to authorities and landlords to get issues fixed – option of "normal" or "strong/forceful" wording
- Issues w. energy bills, deposits, fees, repairs,...
- If a real lawyer is required the solution recommends the user to visit Shelter ([www.shelter.org.uk](http://www.shelter.org.uk)) for free legal advice

**RentersUnion**  
Beta

An AI chatbot that provides housing advice

RentersUnion is a chatbot that provides housing advice for Londoners

Receive updates

Press

London Evening Standard

TechCrunch

TimeOut LONDON

Bot  
Hello!  
What can I help you with?

You

Energy bill issue

Repairs

Deposit/ fee deduction

Offer on a new flat

Something else

1. We'll undertake an analysis of your tenancy agreement and the law, as it pertains to your particular situation

Bot  
Hang on while we read your agreement..

Done

### In the agreement:

**Potential hidden fee:** (iv) To pay for the repair of batteries, appliances, light bulbs or equipment contents which have been damaged in any way due to misuse or neglect by the Tenant

**Potential hidden fee:** 2.30. If any key or keys (Inventory) have become lost during the Tenancy at the Tenant's own cost or alternatively to be incurred by them for each set of keys which is an administrative charge of £24. Where keys are stolen from the Tenant and it is deemed necessary for the Landlord's Agent to replace the locks to the building the

**Potential hidden fee:** 2.42. If the Tenant is required to pay for a second appointment for the

2. We'll write letters/ take action and solve problems when you get stuck

To: [landlord@gmail.com](mailto:landlord@gmail.com)

Subject: Repairs at 1 Delaware Mansions

From: [john.doe@gmail.com](mailto:john.doe@gmail.com)

Hi Clark,

There's an urgent issue that needs fixing please: there's no hot water in the shower.

I've already checked and the boiler is on and working as it should. And there is hot water in all the other taps. So it looks like the problem is isolated to the shower.

This isn't something I can fix on my own - you'll need to get a plumber in here to take a look.

Please send someone by day end tomorrow at the latest - as you can imagine, no hot water in the shower is a major disruption for me!

Thanks,

Faisal

—

This message is powered by RentersUnion.London

# Rechtwijzer - Chatbot

LOCATION: NL

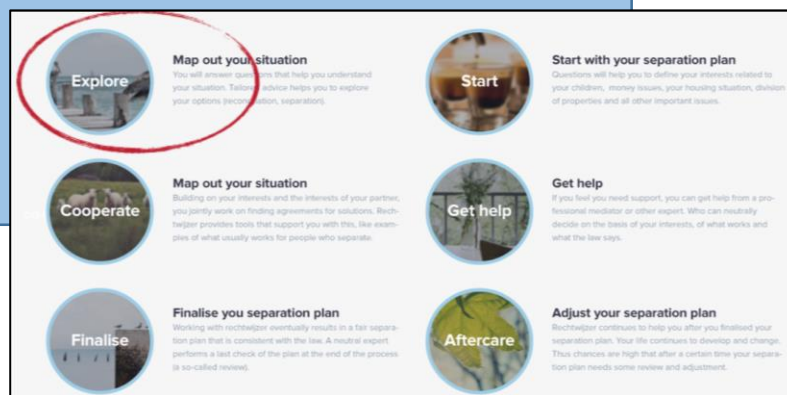
## INFO:

- Access to Justice
- Rechtwijzer means "Conflict Resolution Guide" in Dutch
- Launched in 2007 – revamped in 2012 - Made by the Dutch Legal Aid Board
- Cost of developing solution: EUR 2,3M
- ~2.300 divorces (5% of all divorces in NL) in less than 12 months via the chatbot
- A divorce cost ~EUR 400 using the chatbot vs normally ~EUR 3.000
- Much higher customer satisfaction than via a traditional lawyer!

- URL: <http://rechtwijzer.nl/>

## SOLUTION(S):

- Covers dispute resolution within housing, labor, family, consumer & administrative law, divorce & parenthood plan
- Online mediation
- Structured and "humane" process for getting through a divorce



## Participating organisations:



Equivalent chatbot in Canada: **MyLawBC** - <http://www.mylawbc.com/>

Equivalent chatbot in the UK: **Relate** - <https://www.relate.org.uk/>

## What do Rechtwijzer Uit Elkaar users say 6 months after finalising their separation?



**53%** experienced a low or very low amount of stress and 36% only experienced normal stress levels

For **84%** of users Rechtwijzer gave them (much) more **control over their separation**



"Agreements are easy to negotiate and to adjust by both parties."



For **70%** of users the results led to **effective and sustainable solutions**

Average time spent working on agreement:

**24.3** hours

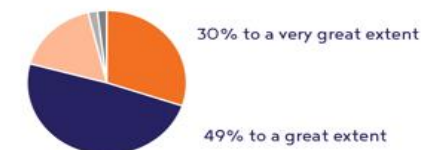
Why would users recommend Rechtwijzer to their friends, family, colleagues?

"Rechtwijzer supported me significantly."

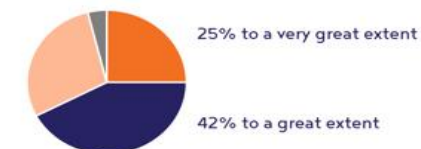
"The space that is left for you and your partner to write your agreement helps you to stay in touch."

## Majority of users report

...fairness of Rechtwijzer process:



...emotional pain was diminished or recovered:



"The process is clear and Rechtwijzer considers finding, helping with and resolving issues seriously."

72% rate the overall experience an **8 out of 10** or higher (average 7.7)

★★★★★☆☆☆

"I have more control."

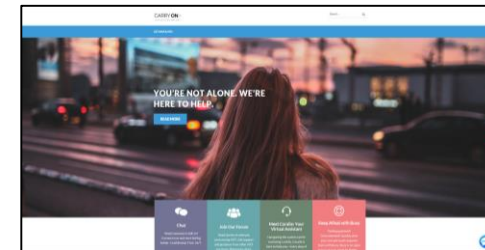


82% users are very satisfied or satisfied because because their reviewer (or lawyer) was respectful towards them

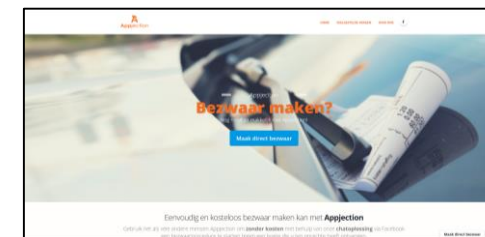
# Other LegalTech Chatbot examples

## Access to Justice – free service

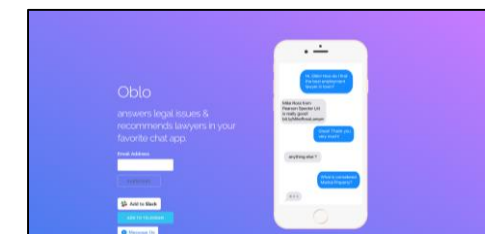
- <https://lawbot.info/> - currently not available (UK)
  - 26 types of criminal offenses - If you think you may have been the victim of a crime, talk to LawBot to learn about the criminal law and how it applies to you
- <https://carryon.online/> (US)
  - Helping victims suffering from Military Sexual Trauma
  - A secure outlet where survivors can maintain anonymity, share stories & build confidence to take action & get help
- <http://www.appjection.nl/> (NL)
  - Dutch version of "DoNotPay"
- <http://www.yperlex.com/> - release ~April 2017 (FR)
  - Liza - French Legal chatBot
- <http://www.meetoblo.com/> (US)
  - Answers legal issues and recommends lawyers on Facebook Messenger



<https://carryon.online/>



<http://www.appjection.nl/>



<http://meetoblo.com/>



# Crowdjustice - Crowdfunding

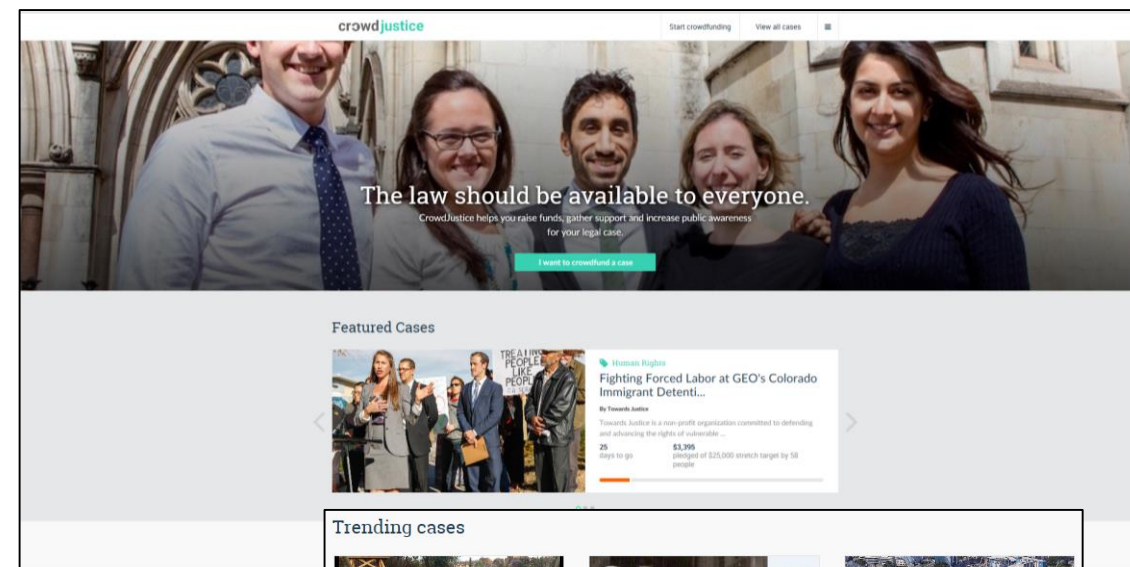
LOCATION: UK

## INFO:

- Founded 2015 - 11 employees in London & New York
- Launched by former attorney from Linklaters
- Donations based Crowdfunding platform for consumers and companies
- Helps raise funds, gather support and increase public awareness for legal cases
- Cost 6% to the crowdfunding site + 1,7% + 20 pence for payment processing
- Politically agnostic/neutral
- Raised ~USD 2,5M for 150 cases
- ~90% of cases hit funding needs

URL: <https://www.crowdjustice.org/>

- CrowdJustice does some due diligence to ensure none of the parties to the lawsuit are subject to any kind of national or international sanctions (such as Securities and Exchange Commission violations, federal or international court matters) and verifies that the case in question is under active litigation by a licensed attorney.




**Legal Campaign**  
Uber must pay all of its taxes

By Good Law Project Limited

My name is Jo Maugham QC. I direct the Good Law Project Limited which uses the law to deliver a progressive...

17 days to go      £76,492 pledged of £105,000 stretch target by 2,256 people

## Trending cases

<p><b>Human Rights</b></p> <p>Keep my Two Sons in the UK</p> <p>By M. Saeed</p> <p>24 days to go      £1,470 pledged of £3,500 target by 16 people</p>	<p><b>Immigration</b></p> <p>Mother's Plea to Stay With Son</p> <p>By Shashi Garg</p> <p>19 days to go      £530 pledged of £2,939 target by 16 people</p>	<p><b>Judicial Review</b></p> <p>Historic Plymouth Hoe At Risk</p> <p>By Martin Wornall</p> <p>19 days to go      £6,270 pledged of £10,000 stretch target by 77 people</p>
<p><b>Human Rights</b></p> <p>I want to have a dignified death</p> <p>Byomid</p> <p>17 days to go      £6,290 pledged of £10,000 target by 124 people</p>	<p><b>Judicial Review</b></p> <p>Clifford's Tower Visitor Centre Judicial Review</p> <p>By Cllr. Johnny Hayes MBE</p> <p>14 days to go      £13,220 pledged of £15,600 stretch target by 243 people</p>	<p><b>Planning</b></p> <p>An unsustainable development threatens the village of Milverton</p> <p>By Michael J Reynolds</p> <p>13 days to go      £6,735 pledged of £7,000 stretch target by 85 people</p>

[View all cases](#)



Similar Sites:

Crowdfunder: <http://www.crowdfunder.co.uk/fundraising/legal-cases>

Fundedjustice: <http://fundedjustice.com/>

Case story (video):

<https://youtu.be/IWVA6ReKXAo>

# Hiil – Startup Accelerator Program

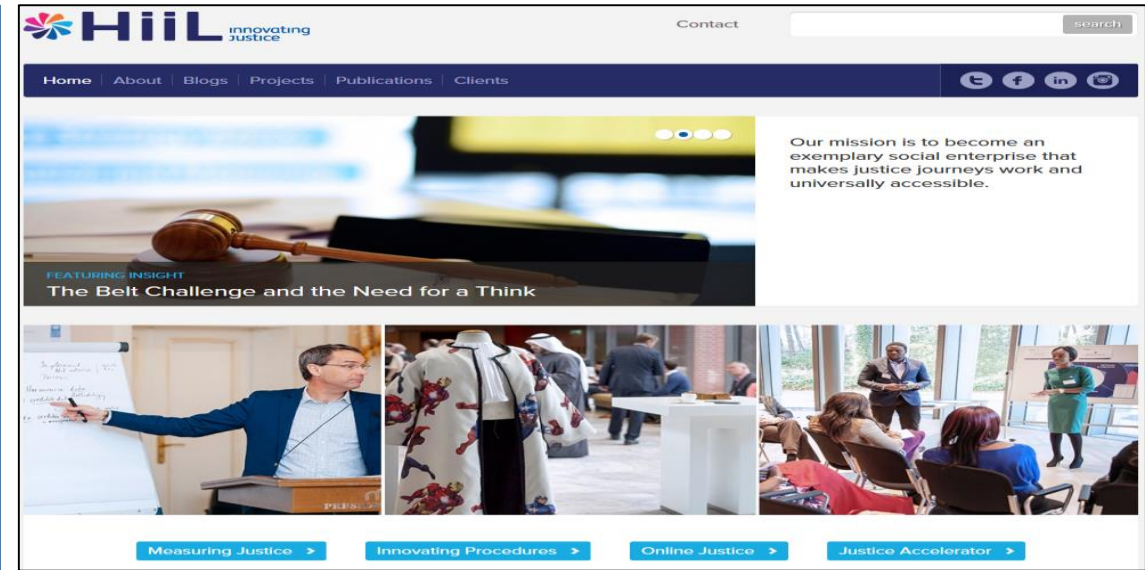


LOCATION: NL

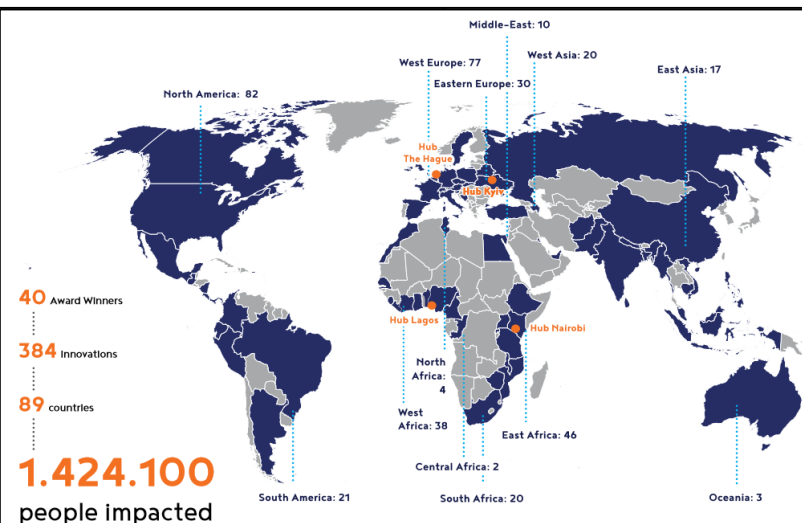
URL: <http://www.hiil.org/>

INFO:

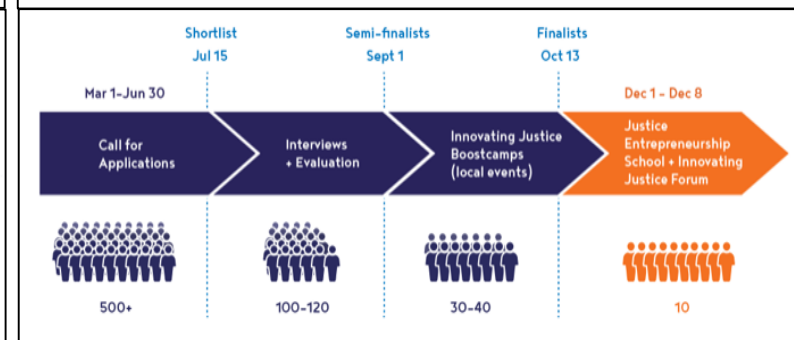
- Founded in 2005 – 11 – 50 employees - The Hague Institute for Innovation of Law (Hiil)
  - Not-for-profit institution focusing on global Access To Justice (ATJ)
  - Partnering with NGOs, governments and legal entrepreneurs to improve rulemaking and conflict resolution processes
  - Operates in 11 countries: Nigeria, Kenya, Uganda, Jordan, Tunisia, Lebanon, Mali, Bulgaria, Ukraine, The Netherlands, and the United Arabic Emirates
- “Justice Entrepreneurship School” in The Hague
  - “Innovating Justice Challenge” – Accelerator Program
  - Access To Justice Startup areas:
    - Human Rights (24%)
    - Corruption and Transparency (22%)
    - Employment and SMEs (18%)
    - Dispute Resolutions (13%)
    - Family & Children (11%)
    - Security (5%)



Vision: Provide ATJ to 20M people in 2020



Innovating Justice Challenge 2017 – Accelerator Program



ATJ Startup results:

Evaluated <b>+1600</b> applications	Shortlisted <b>384</b> promising Justice Innovations
Awarded <b>40</b> top notch Justice solutions	Invested <b>€460.000</b> In seed funding
Launched <b>10</b> Innovating Justice Challenges	Organised <b>11</b> local events and <b>6</b> Innovating Justice Forums

Justice Accelerator's social return on investment

For every 3 euro we spent, 1 person got access to justice

Every 1 euro we spent unlocked another 6 euros of investment in justice

Every 1000 euro we spent created 1 job and an average of 3 livelihoods

MUST READ:

ATJ / Accelerator Program Presentation

<http://www.hiil.org/data/sitemanagement/media/HJA%20Impact%20Report.pdf>

# HiiL – Crowdfunding site



LOCATION: NL

URL: <https://innovatingjustice.com/en/>

## Crowdfunding case example: Puliida

### PULIIDA: LEGAL SOLUTIONS FOR AGRIBUSINESS AND CLIMATE CHANGE

Justice Uganda Deadline passed



0 1 0 0 4

**Closed**  
15/08/2016

f t

At Puliida, we believe that in order for communities to get out of poverty and adapt to climate change, farmers and low-income Agripreneurs should access the same range of professional services other businesses routinely obtain, including legal support and advisory.

Innovator  
**Moses Mugisha**  
Member since 2016 • 1 innovation

Updates Innovation info

Write a comment

Sign in to post a comment.

**Moses Mugisha** posted an update  
7 måneder siden

Learning by doing: Making a contract does not require special skills nor any prescribed form, only the know how of the most important elements.

Voters

**Dannie Ogwok** voted  
8 måneder siden

**Nimrod Muhumuza** voted  
8 måneder siden

**Benjamin Mbazira** voted  
8 måneder siden

**K.s. Kiwa** voted  
8 måneder siden

HiiL innovating justice About Apply Innovations Impact News Sign in

The HiiL Justice Accelerator finds and supports the world's best justice innovators.

Do you have a justice innovation? Applications are open for the Innovating Justice Challenge 2017. Ten winners will receive up to 20,000 EUR for creating justice in their communities, plus business acceleration and more.

APPLY NOW!

Explore all innovations  
Support innovations in your area, browse by theme or search by keyword

372 innovations found

Search for specific innovations in your area within a theme. Or [search for a task](#).

Search 372 innovations. x clear search

Show me All innovations from All Countries in Any Category sorted by Pick An Order

<p><b>The International Arbitration and Cryptography Centre</b></p> <p>Ukraine</p> <p>251 Votes</p>	<p><b>Sauti</b></p> <p>Kenya</p> <p>387 Votes</p>	<p><b>Deepdive Startups Ecosystem</b></p> <p>Tanzania</p> <p>122 Votes</p>	<p><b>Insurance Manager App</b></p> <p>Nigeria</p> <p>34 Votes</p>
<p><b>BYTELEX</b></p> <p>Uganda</p> <p>1234 Votes</p>	<p><b>AnthonyRhodes: Adding value to family, individuals &amp; SME</b></p> <p>Nigeria</p> <p>7031 Votes</p>	<p><b>Swiftlaw</b></p> <p>Ghana</p> <p>331 Votes</p>	<p><b>Lawyers 4 Farmers: Promoting Farmer Entrepreneurship</b></p> <p>Uganda</p> <p>2073 Votes</p>

# Other Solution Examples

## [www.Legalzoom.com](http://www.Legalzoom.com)

- Helps with clarifying questions, document preparation and registrations

## [www.avvo.com](http://www.avvo.com)

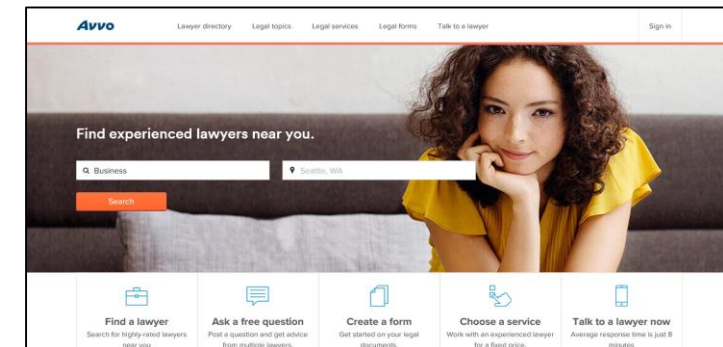
- Helps to find relevant lawyers and provides easy access to a inexpensive and quick "talk"

## [www.civilresolutionbc.ca](http://www.civilresolutionbc.ca)

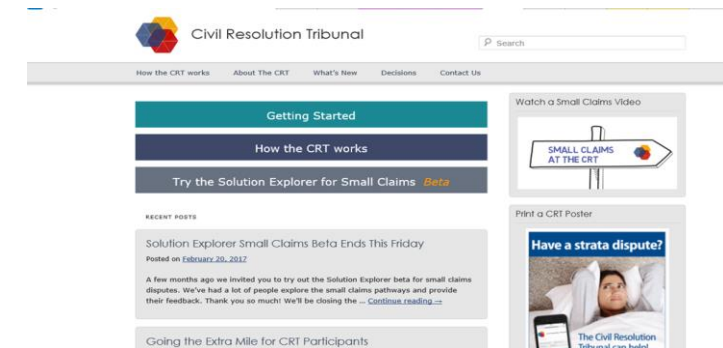
- Kind of "online arbitration". Saves time and cost. Primarily suitable for small claims



[www.Legalzoom.com](http://www.Legalzoom.com)



[www.avvo.com](http://www.avvo.com)



[www.civilresolutionbc.ca](http://www.civilresolutionbc.ca)

# Other Solution Examples

## [www.Codeforamerica.org](http://www.Codeforamerica.org)

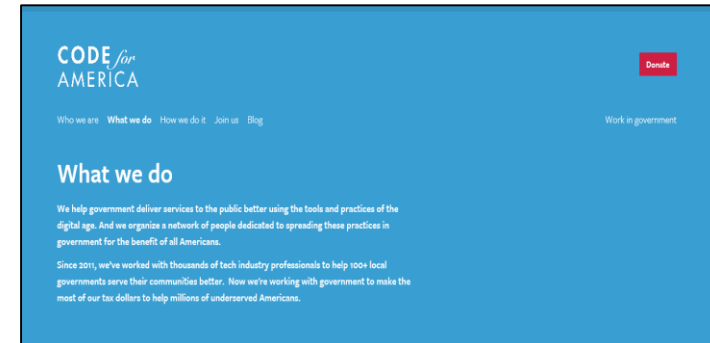
- A non-profit organization, where you can offer your expertise to local administrations and this way help increase the service to the people

## [www.trust.org](http://www.trust.org)

- Trustlaw is a global pro bono program, where you as an NGO can portray a task which companies/individuals can bid money on. Could be part of a CSR profile

## <https://www.legalist.us/>

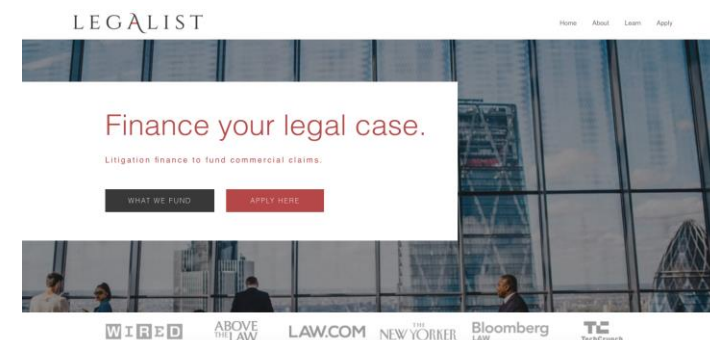
- Website where you can ask for funding to run a court case
- Legalist "invests" in the court case in return for a share of compensation if the case is won



[www.Codeforamerica.org](http://www.Codeforamerica.org)



[www.trust.org](http://www.trust.org)



# Other Solution Examples

<https://e-justice.europa.eu/home.do?plang=da&action=home>

- Providing information on the various European justice systems with segmented entries to citizens, businesses, lawyers and judiciary



<https://e-justice.europa.eu/home.do?plang=da&action=home>